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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**OFFICIAL**

In re application of: TAM et al.

Attorney Docket No.: ACC1P001

Application No.: 09/550,706

Examiner: Shaffer, Eric T

Filed: April 17, 2000

Group: 3623

Title: ON-LINE APPOINTMENT SYSTEM

**CERTIFICATE OF FACSIMILE**

I hereby certify that this 3-page correspondence is being sent by facsimile  
(the fax number being 703-872-9306 to the Commissioner for Patents,  
P.O.Box 1450, Alexandria, VA 22313-1450 on July 20, 2004.

  
Peter Tong

(Signature)

**REQUEST FOR AN INTERVIEW**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicants appreciate the Examiner's detailed and meticulous comments in his Office Action mailed on May 28, 2004, to the above-identified application. Because of the care that the Examiner has exhibited in his Office Action, Applicants have been able to fully appreciate and understand the Examiner's reasons and grounds for the rejections. In view of such, Applicants would like to request for a phone interview to discuss claims 1 and 9, as stated below. Please suggest appropriate time for an interview by calling Applicants' representative, Peter Tong, at the number listed below.

1. (Currently Amended) A method for providing an on-line appointment between a user and a service provider over a network, said method comprising:

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(a) receiving a request for appointment availability of the service provider during a time period;

(b) determining available appointment times within the time period for the service provider through use of a central appointments server having access to a central appointment database that stores calendars for various service providers;

(c) transmitting the available appointment times to the user;

(d) receiving a selected appointment time from the available appointment times; and

(e) setting the on-line appointment between the user and the service provider at the selected appointment time,

wherein said method is implemented by an entity other than the service provider or the user, with the service provider not providing said method and the user not providing said method, and with the entity being independent of both the service provider and the user, and

wherein the user can schedule the appointment through any computer as long as the computer can access the Internet with a browser.

9. (Previously presented) A method for providing an on-line appointment over a network, said method comprising:

(a) transmitting a user's electronic calendar to a user;

(b) transmitting a list of available service providers to the user;

(c) receiving a request for appointment availability of a selected one of the available service providers;

(d) determining available time slots for the selected one of the available service providers;

(e) transmitting the available time slots to the user;

(f) receiving a time slot selection from the available time slots to establish an appointment with the selected one of the available service providers;

(g) updating the user's electronic calendar with the appointment; and

(h) updating an electronic calendar for the selected one of the available service providers with the appointment,

wherein said method further includes requesting the user to enter information for the appointment after the user and the selected one of the available service providers have established the appointment at the selected time slot.

Respectfully submitted,



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